

Service Needs. There were 47 comments about 6 different topics.

Administrative & finance (7) including the following needs:

Had to submit income verification repeatedly. Agency felt she could not qualify for services because of the income. Had to keep applying for services.

Had cataracts and the state paid for the surgery. Some of the questions asked should have geared more and did not take into consideration list cost of living, groceries, etc.

Allocate more resources to purchase assistive technology for clients and non-clients.

Counselor knowledge & skills (2)

Family (2) need to be included.

Information about VR (3) All 3 did *not know much about VR*.

Specific services (30) that are needed include: IL training, more mini-centers, job finding and keeping training (9), medical services, the rehab center, technology and related training (8) as well as job related training (5).

Transportation (3)

Service Barriers. There were 46 comments including one who stated there were no barriers. The remaining 45 were about 9 barriers.

Access (1). Access—counselors are not accessible. Only in the office for 1-2 days and then gone to the next office. Need to be phone accessible

Administrative and funding (10) The responses varied and included caseloads are too high, inconsistent policy interpretation by counselors, delays in service due to large areas covered by counselors, and eligibility requirements especially as related to equipment purchase.

Attitude (7) Comments about DSB employees (need cultural sensitivity training), and other professionals, employers, and the public (need information about blindness and how people who are blind can work)...

DSB Personnel (4) All commented that their DSB counselor lacked knowledge of blindness.

Economy (3) All indicated the economy is negatively affecting their job search.

Employment related (5) All reported they need help finding job leads.

Information about services (8) All made statement similar to the following: